

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

|   |   |  |
|---|---|--|
| Provider name:  | Gardens Care Limited  |  |
| The provider was registered on:                         | 10/01/2019  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | Gardens Care Limited  |  |
|   | Service Type  | Domiciliary Support Service                        |
|   | Type of Care  | None   |
|   | Approval Date   | 13/04/2022   |
|   | Responsible Individual(s)                                   | Gareth Williams                                    |
|   | Manager(s)  | Gareth Williams                                    |
|   | Partnership Area  | West Glamorgan                                     |
|   | Service Conditions  | There are no conditions associated to this service |
|   | Gardens Care Home   |  |
|   | Service Type  | Care Home Service                                  |
|   | Type of Care  | Adults Without Nursing                             |
|   | Approval Date   | 10/01/2019   |
|   | Responsible Individual(s)                                   | Gareth Williams                                    |
|   | Manager(s)  | Melanie Thompson                                   |
|   | Maximum number of places                                    | 4  |
|   | Service Conditions  | There are no conditions associated to this service |

## Training and Workforce Planning

|  |   |
|--|---|
| Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider | <p>Training includes a list of courses required by CIW, SCW, LA's and what is specific to the needs of a service user. The training matrix records staff training and identifies renewals and refreshing what's already been learned.</p> <p>Staff regularly attend courses, including virtual courses, on and off site training by approved external companies and organisations. In addition, staff work towards recognised qualifications i.e. QCF applicable to the service and aligned to the qualification framework.</p> |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | <p>Alongside paying at least NLM, staff are offered flexibility with shift patterns. We prefer to recruit staff who already have experience with health and social care, we find this leads to lower staff turnover. We aim for service users to have similar needs as each other. We regularly discuss staff career and training targets, this is a key factor in retention and development.</p>   |

## Service Profile

### Service Details

|  |                   |
|--|-------------------|
| Name of Service  | Gardens Care Home |
| Telephone Number   | 01639760275       |
| What is/are the main language(s) through which your service is provided? | English Medium    |
| Other languages used in the provision of the service                     | None              |

#### Service Provision

##### People Supported

|  |   |
|--|---|
| How many people in total did the service provide care and support to during the last financial year? | 3 |
|--|---|

##### Fees Charged

|  |      |
|--|------|
| The minimum weekly fee payable during the last financial year? | 1400 |
| The maximum weekly fee payable during the last financial year? | 1600 |

##### Complaints

|  |   |
|--|---|
| What was the total number of formal complaints made during the last financial year?  | 0   |
| Number of active complaints outstanding  | 0   |
| Number of complaints upheld  | 0   |
| Number of complaints partially upheld  | 0   |
| Number of complaints not upheld  | 0   |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Staff regularly engage through meetings with service users, families and professionals. Staff encourage written or recorded feedback where possible. This feeds into a quality assurance process to identify areas of improvements and to compliment the service. |

##### Service Environment

|  |  |
|--|--|
| How many bedrooms at the service are single rooms?                         | 4  |
| How many bedrooms at the service are shared rooms?                         | 0  |
| How many of the bedrooms have en-suite facilities?                         | 0  |
| How many bathrooms have assisted bathing facilities?                       | 2  |
| How many communal lounges at the service?                                  | 2  |
| How many dining rooms at the service?                                      | 1  |
| Provide details of any outside space to which the residents have access    | Service users have access to front garden with lawn and flower bed area. In addition there are two enclosed patio areas at the rear. Also just across the road there is a public garden which is open all year around, there are multiple areas to sit as well as a band stand which has live music throughout the Spring & Summer season. |
| Provide details of any other facilities to which the residents have access | We don't have sensory or therapeutic rooms, however this could always been an option if this was a requirement for a service user's needs.   |

##### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

|   |    |
|---|----|
| Picture Exchange Communication System (PECS)  | No |
| Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH) | No |
| Makaton   | No |
| British Sign Language (BSL)   | No |
| Other   | No |

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

The Manager and staff meet regularly with service users and key stakeholders to review the care the service users are receiving. This may be in the form of staff and residents' meetings, 12 1's, as well as the care plan review meetings which include social workers and family members. Service Users are encouraged to have key workers but are also comfortable approaching the manager. Information is also gathered by the way of written and verbal feedback. Written feedback is encouraged via email or written forms; however we tend to receive more constructive feedback by the way of verbal communications in more an informal manner i.e. family visits, which is often addressed immediately. Feedback from service users can be varied, depending on their own needs whether its their mobility, personal values, cultural etc Listening and improving is an improving is extremely important part of the service. The service users may not raise these points in review meetings or include in a feedback form but getting to the know our service users behaviours is integral to gathering feedback. Families regularly feedback to staff that they're very happy with the support their family is receiving. Similarly, we have received positive feedback from NPT CBC that we supported specific requests as well as reintroducing certain household tasks following COVID restrictions. Recommendations to consider, would include working closer with health care professionals to find new ways of achieving outcomes which may have plateaued or lost interest.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Regularly reviewing the care plan with the service user, allows us to identify areas of improvement and opportunity, we ensure the care planning is person centred and health and well being is the priority. Certain requirements may be outlined by health care professionals at the onset of moving to Gardens Care Home, particularly if the service user is coming from an hospital or similar, these tend to be measured as short-term goals and to support the changing environment or enhancing mobility. Ongoing support is more focused on sustainable achievements and the service user setting their own wants and needs. For example, overcoming fears of improving mobility. The next step is the Service User planning and co-ordinating their own day, with staff taking a step back and allowing the resident to use initiative. The overall benefit is increased self-confidence such tasks may include arranging to see family and friends and improving wellbeing from doing something by themselves. Feedback is received from family and friends commenting to staff on a number of occasions that how much has improved since leaving hospital or a place where their well-being was risk. Overall, the service is in a good position to deliver a service as per the service users' requirements and accordance with current legislation. Regulation 73 & 80 have provided enough information to support these findings. A recommendation would be for the service to find new ways of capturing more information about the service. However, we must also remember the service is somebody's home and being asked to provide feedback on a regular basis may not be natural thing for some people.

|  |  |
|--|--|
| <p>The extent to which people feel safe and protected from abuse and neglect.</p>  | <p>Safety for service users and staff is a non-negotiable. To ensure service users are not put at risk, we follow a thorough recruitment vetting process as per the current legislation. In addition, when using external resource we only use trusted third parties which also adhere to the same legislation and who follow the same procedures as ourselves.</p> <p>To enhance our safety we ensure that all staff complete the most up to date safeguarding principles and training. In the event of or a possible safeguarding incident we immediately notify the necessary authorities including CIW and Safeguarding Teams. Health &amp; Safety inspections including testing and certification are routinely performed by qualified professionals. Any recommendations are implemented as soon as possible.</p> <p>As per Regulation 73 &amp; 80 the premises are in accordance with Part 12 -of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.</p>  |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>We believe the placement starts before the service user arrives at the care home. Meeting the prospective service users, identifying their needs, and assessing their suitability is key to a successful transition and achieving their goals. The key question we ask during the assessing phase is, can we meet the service users needs?</p> <p>Ensuring the care plan is iterative to the service user needs, is a key component in offering the users the best possible chance of achieving and measuring their outcomes. The small gains the users make is reflective in how we are delivering our services. The care home is located near a town centre which allows service users to reintegrate with community life, attempt day to day tasks themselves and gain independence.</p> <p>The service meets the needs of the service users who are achieving their outcomes and are happy with the service. It's recognised that more could be achieved but the pace is set by the service users.</p> <p>Recommendations would be to consider expanding the current offerings to deliver services to a wider range of service users. This may include making minor adaptations to the home and train staff in readiness for new service users.</p> |

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

|  |   |
|--|---|
| The total number of full time equivalent posts at the service (as at 31 March) | 6 |
|--|---|

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

|            |   |     |
|------------|---|-----|
| Staff Type | Service Manager   |     |
|            | Does your service structure include roles of this type?   | Yes |
|            | Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. |     |
|            | Filled and vacant posts   |     |

|   |    |
|---|----|
| No. of staff in post  | 1  |
| No. of posts vacant   | 0  |
| <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> |    |
| Induction   | 0  |
| Health & Safety   | 1  |
| Equality, Diversity & Human Rights  | 1  |
| Infection, prevention & control   | 1  |
| Manual Handling   | 0  |
| Safeguarding  | 1  |
| Medicine management   | 1  |
| Dementia  | 1  |
| Positive Behaviour Management   | 1  |
| Food Hygiene  | 1  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   |    |
| <p>Contractual Arrangements</p>   |    |
| No. of permanent staff  | 1  |
| No. of Fixed term contracted staff  | 0  |
| No. of volunteers   | 0  |
| No. of Agency/Bank staff  | 0  |
| No. of Non-guaranteed hours contract (zero hours) staff   | 0  |
| <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>   |    |
| No. of full-time staff (35 hours or more per week)  | 1  |
| No. of part-time staff (17-34 hours per week)   | 0  |
| No. of part-time staff (16 hours or under per week)   | 0  |
| <p>Staff Qualifications</p>   |    |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager   | 1  |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager   | 0  |
| Deputy service manager  |    |
| Does your service structure include roles of this type?   | No |
| Other supervisory staff   |    |
| Does your service structure include roles of this type?   | No |
| Nursing care staff  |    |
| Does your service structure include roles of this type?   | No |

|  |    |
|--|----|
| Registered nurses  |    |
| Does your service structure include roles of this type?  | No |
| Senior social care workers providing direct care   |    |
| Does your service structure include roles of this type?  | No |
| Other social care workers providing direct care  |    |
| Does your service structure include roles of this type?  | No |
| Domestic staff   |    |
| Does your service structure include roles of this type?  | No |
| Catering staff   |    |
| Does your service structure include roles of this type?  | No |
| Other types of staff   |    |
| Does your service structure include any additional role types other than those already listed? | No |

#### Service Profile

##### Service Details

|  |   |
|--|---|
| Name of Service  | Gardens Care Limited                    |
| Telephone Number   | 07446988539                             |
| What is/are the main language(s) through which your service is provided? | English Medium                          |
| Other languages used in the provision of the service                     | No other languages used in the service. |

#### Service Provision

##### People Supported

|  |   |
|--|---|
| How many people in total did the service provide care and support to during the last financial year? | 0 |
|--|---|

##### Fees Charged

|   |   |
|---|---|
| The minimum hourly rate payable during the last financial year? | 0 |
| The maximum hourly rate payable during the last financial year? | 0 |

##### Complaints

|  |   |
|--|---|
| What was the total number of formal complaints made during the last financial year?  | 0   |
| Number of active complaints outstanding  | 0   |
| Number of complaints upheld  | 0   |
| Number of complaints partially upheld  | 0   |
| Number of complaints not upheld  | 0   |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | During this period we have not operated a service. No service hours have been provided. |

#### Communicating with people who use the service

|   |    |
|---|----|
| Identify any non-verbal communication methods used in the provision of the service          |    |
| Picture Exchange Communication System (PECS)  | No |
| Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH) | No |
| Makaton   | No |
| British Sign Language (BSL)   | No |
| Other   | No |

#### Statement of Compliance

|   |   |
|---|---|
| <p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p> |   |
| The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.  | For this reporting period although we are registered, we have not provided any care services. |
| The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.  | For this reporting period although we are registered, we have not provided any care services. |
| The extent to which people feel safe and protected from abuse and neglect.  | For this reporting period although we are registered, we have not provided any care services. |

The following section requires you to answer questions about the staff and volunteers working at the service.

|  |   |
|--|---|
| Number of posts and staff turnover   |   |
| The total number of full time equivalent posts at the service (as at 31 March) | 0 |

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

|   |     |
|---|-----|
| Service Manager   |     |
| Does your service structure include roles of this type?   | Yes |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>  |     |
| Filled and vacant posts   |     |
| No. of staff in post  | 1   |
| No. of posts vacant   | 0   |
| <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> |     |
| Induction   | 1   |
| Health & Safety   | 0   |
| Equality, Diversity & Human Rights  | 0   |
| Manual Handling   | 0   |
| Safeguarding  | 0   |
| Dementia  | 0   |
| Positive Behaviour Management   | 0   |
| Food Hygiene  | 0   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   |     |
| Contractual Arrangements  |     |
| No. of permanent staff  | 0   |
| No. of Fixed term contracted staff  | 0   |
| No. of volunteers   | 0   |
| No. of Agency/Bank staff  | 0   |
| No. of Non-guaranteed hours contract (zero hours) staff   | 0   |
| Staff Qualifications  |     |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager   | 1   |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager   | 0   |
| Deputy service manager  |     |
| Does your service structure include roles of this type?   | No  |
| Other supervisory staff   |     |



|  |    |
|--|----|
| Does your service structure include roles of this type?  | No |
| Senior social care workers providing direct care   |    |
| Does your service structure include roles of this type?  | No |
| Other social care workers providing direct care  |    |
| Does your service structure include roles of this type?  | No |
| Other types of staff   |    |
| Does your service structure include any additional role types other than those already listed? | No |